



THE UNIVERSITY  
*of* ADELAIDE

# THE ROLE OF TRIAGE IN STUDENT COUNSELLING SUPPORT

Website:

<https://www.adelaide.edu.au/counselling/>

**adelaide.edu.au**

# University of Adelaide

2015 - **27038**

International - **6447**

2016 – **27312**

International - **7414**

2017 - **26924**

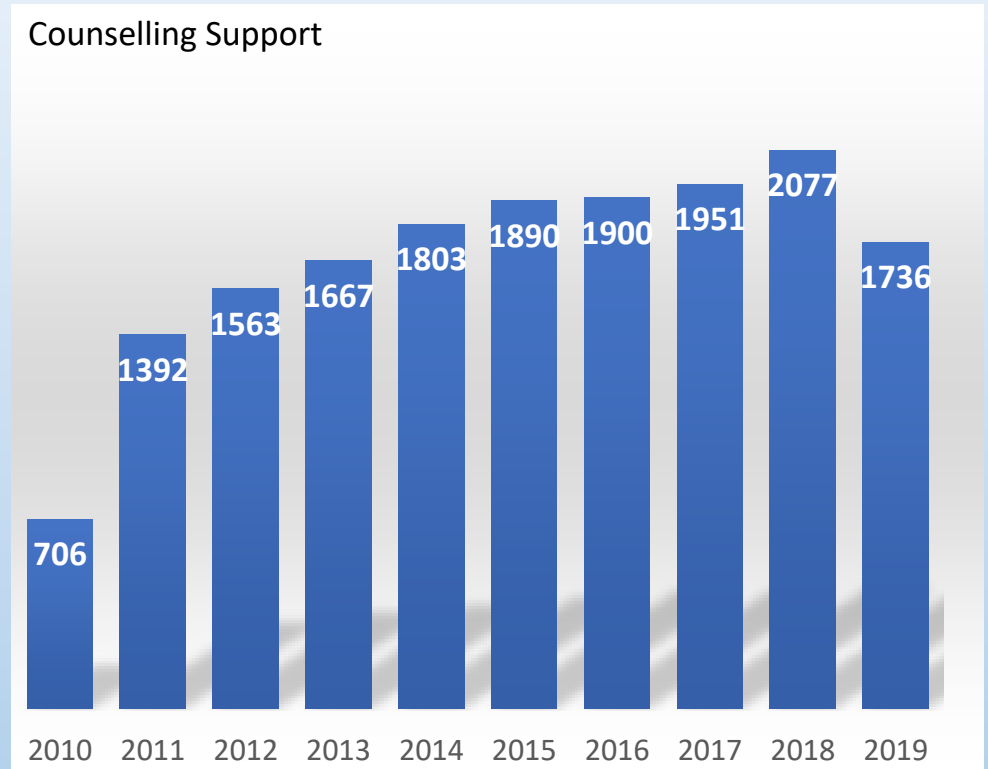
International - **7618**

2018 - **27094**

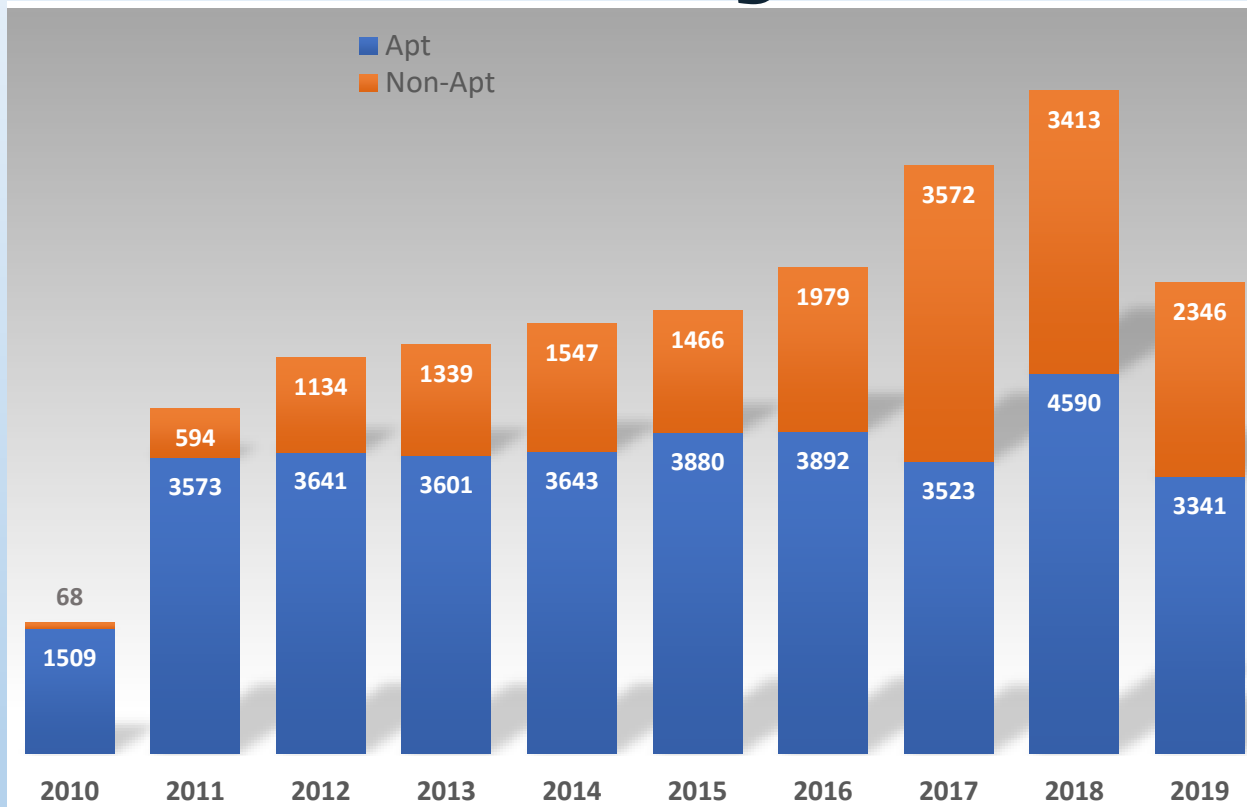
International - **7870**

2019 - **27094**

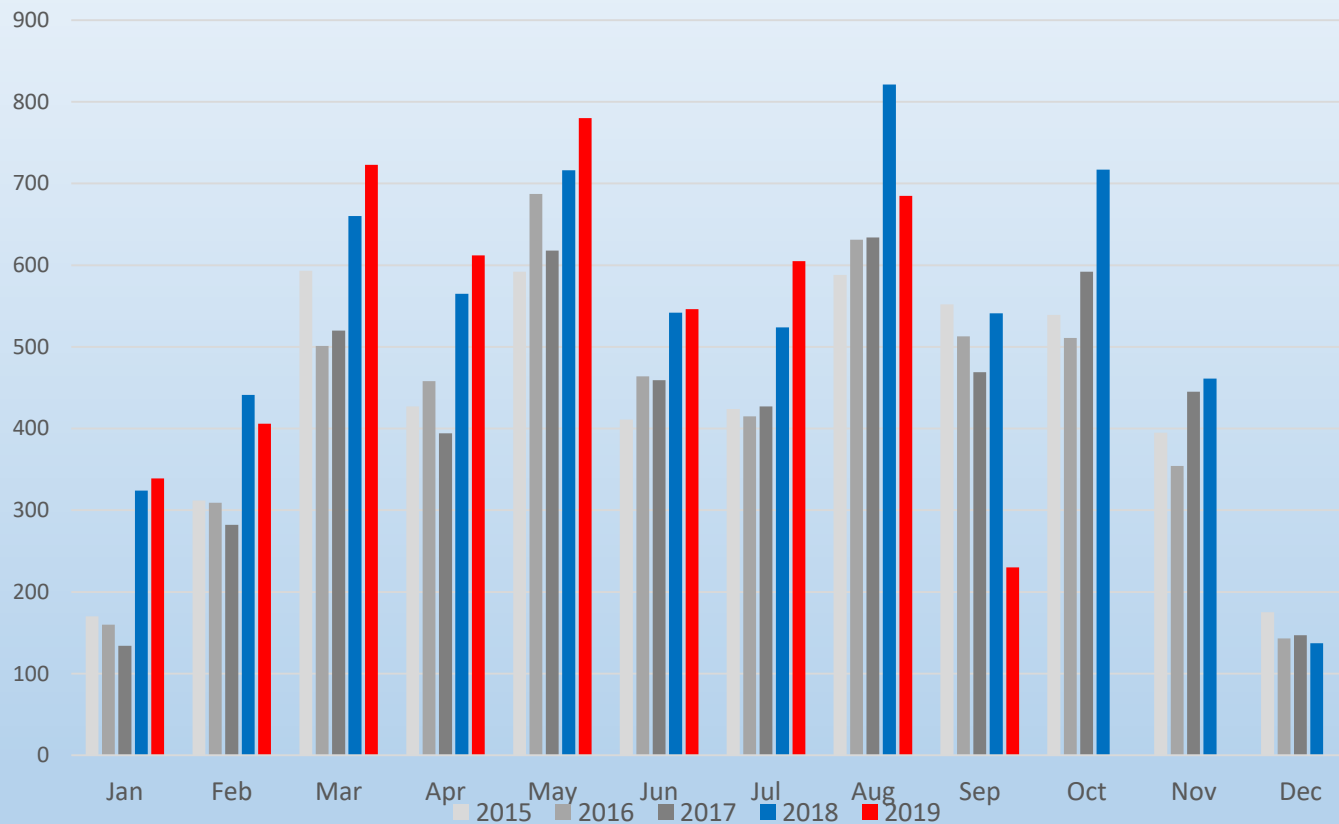
International - **7868**



# Contacts over a year with CS



## Contacts with Counselling by month



## Staffing and Team Structure

### **Triage and Assessment Counsellors 3 FTE**

- Triage requests for support online, in person and via phone
- Manage daily walk in distressed students
- Respond to staff queries
- Liaise with internal and external staff to manage complex cases

### **Main Counselling team 4.6 FTE**

- See students over longer periods of time (up to 6 sessions)
- Respond to staff queries in relation to specific clients
- Assist in managing walk ins and critical issues
- And liaise with other services as needed to support students .

### **Reception 1.8 FTE**

- Manage intake and appointments
- Respond to queries about service
- Support triage in managing flow of workload



# Journey to Triage

- Drop in
- Duty
- Discreet role incorporating both
- Staffed and titled differently
- Now 3 staff FTE



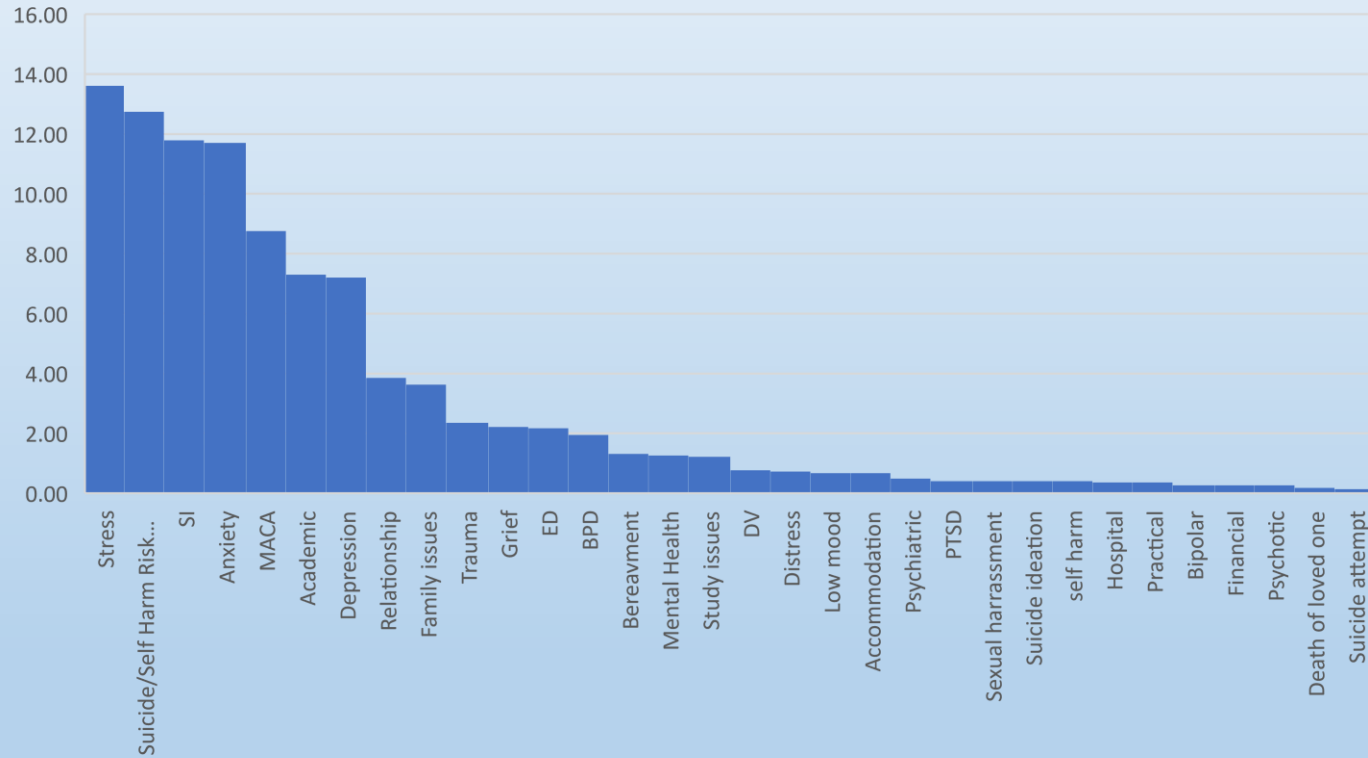
## How can Triage enhance the way Counselling is offered to students?

- Manage critical presentations
- Manage workflow
- Assess need at point of intake



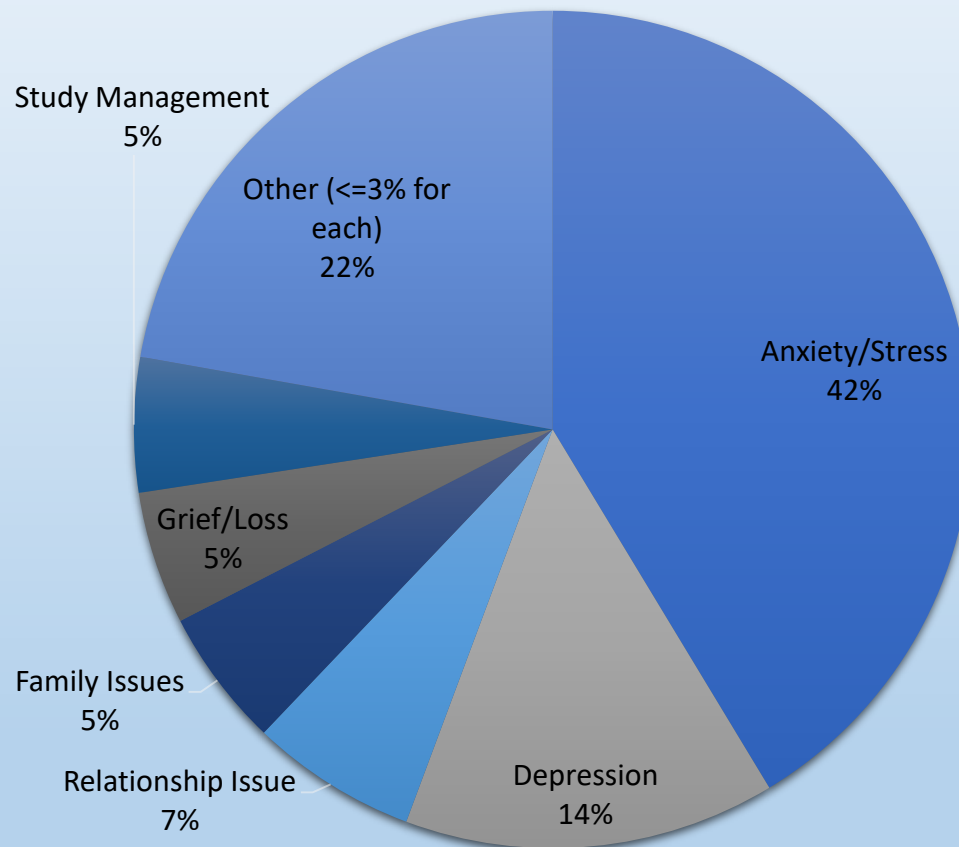
# Presenting problems to TAC since March 2019

Triage presenting problems





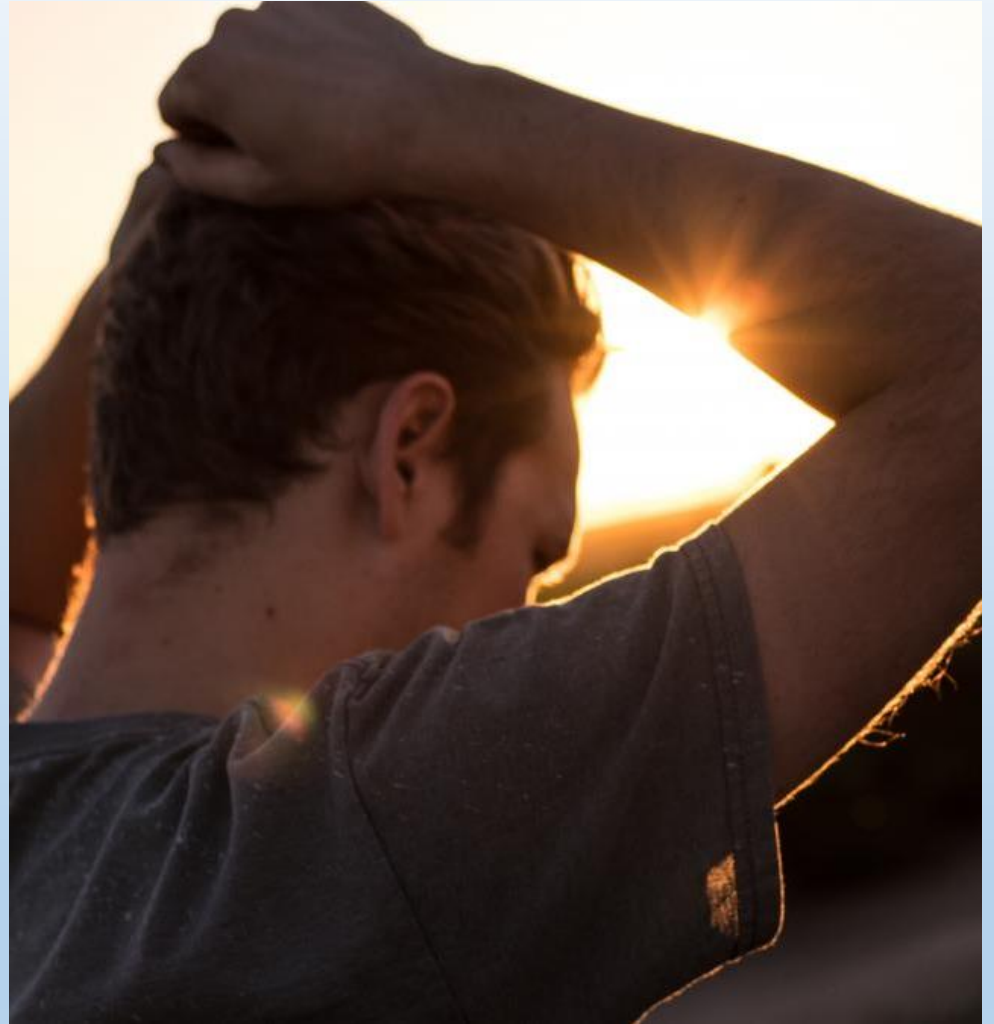
# Reasons for Visiting CS in 2019



### TAC presentation numbers 3 March to 26 September 2019

Month	Number of requests for support
Mar-19	121
April-19	118
May-19	125
June-19	147
July-19	126
Aug- 19	193
Sept-19	235
Oct-19	272
Nov-19	180
Dec- 19	

# Using Triage to respond to increased demand



Ways to nuance the triage model to fit within a standard counselling context.



# Triage and assessment

Triage 1	Triage 2	Triage 3
Review and allocate all CR forms and UCL. Communicate with relevant students (phone/email)	Emergency appointments	New assessments – within 1 week
Respond to all enquiries from staff/ Uni and external services (can be student or service related)	Same day appointments	Follow up appointment ( if required)
Liaise with Admin to manage	Counsellor off sick? See students who must be seen on day	Training delivery across the Uni
TAC log	Crisis response – on campus	Meeting staff and academics
	Urgent MACAs	Letters/ emails for students
	TAC 1 and 3 back up	MACAs within 1 week
		Triage back up end of day

# Challenges

- Integrating role into team
- Response creates demand ?
- Staff management





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CRICOS PROVIDER NUMBER 00123M